

Purpose of this policy

The purpose of this policy is to give guidance to staff on the arrangements which apply to Patrol Wardens who work alone for some or all of their time.

Solitary working may expose our staff to potential hazards. We are responsible for their safety and for others who may be affected by their work activities.

The Management of Health and Safety at Work Regulations 1999 requires us to make an assessment of risks involved with activities at work. Working alone can be considered to involve risks requiring assessment under these regulations. Please refer to our Policy on Personal Security for further guidance.

Generally our staff can work safely on their own if the following precautions are taken.

Specific Restrictions

Under U.K. health and safety law there are no absolute legal restrictions on working alone. However, there are certain types of work activity and work location where lone working is positively discouraged. Some examples of this are:

Work that involves certain substances that are hazardous to health under COSHH (Control of Substances Hazardous to Health Regulations) e.g. fumigation work.

- Some work involving young people; especially where their lack of experience or maturity may interfere with their ability to identify risks (Regulation 19, Management of Health and Safety at Work Regulations (Regulation 19, Management of Health and Safety at Work Regulations 1999))
- Some work at height; in particular the erection of scaffolding
- Some electrical work; particularly work on or near live conductors
- Most work in confined spaces (as defined in the Confined Spaces Regulations 1997)

Other examples of solitary working which a risk assessment is likely to indicate as unacceptable include:

- Experimental operations involving hazardous chemicals or hazardous micro-organisms.
- Rotating machinery.
- Work with high energy or thermally unstable materials.
- Operations involving moving equipment or machinery, especially if not guarded.
- Transfer of flammable or corrosive chemicals

This list is not exhaustive. CPM Management will need to add other local activities which should be identified by risk assessment.

Permitted Solitary Work

Security function - night work

Desk work

Assembly of apparatus/workshop equipment or minor modifications which do not involve chemical, electrical and mechanical hazards.

First Aid

If a lone worker has a minor injury he or she may be able to use a first aid box (located inside all company vehicles) or phone for assistance. A more serious injury may result in the injured person being incapable of self help. Where serious injuries are foreseeable then the absence of a colleague to administer first aid or at least call for help can be regarded as insufficient first aid cover.

Employers have a general duty to provide first aid cover.

Safe System of Work for Solitary Work

Where Patrol Wardens are working alone the following arrangements are required for securing the health and safety of workers:

- The risk of working alone must be assessed to confirm whether or not the work can actually be done safely by an unaccompanied person. For particularly high risk activities lone working would not normally be permitted.
- Particular consideration must be given to the remoteness or isolation of the site/work place;
- the nature of anticipated injury or damage ('worst case' scenario);
- communication difficulties, and threats and opportunities e.g. criminal activities, interference etc.
- Information, instruction, training and supervision to enable individuals to recognise and appreciate the hazards and risks involved in working alone.
- Past history of the site/work place and recorded incidents of health & safety.

Rules and procedures should be developed to cover:-

- Authorisation by the Operations Director following completion of risk assessment.
- Required ability/competence of employees e.g. medical fitness, training.
- Suitability of equipment e.g. quality, quantity and personal protective equipment.
- Communication - how, frequency, alarm system, phone etc.
- First aid arrangements - e.g. travel kit.
- Emergency procedures e.g. getting help, rescue plans.
- Specialist training e.g. for equipment.

The above procedure and information can be supplied in a permit to work format.

Checklist:-

1. Vehicle Tracking is enabled (Management)
2. GPS Handheld working correctly (Patrol Warden)
3. Hi Visibility Uniform (Patrol Warden)
4. Go Pro body camera (Patrol Warden)
5. Personal Alarm (Patrol Warden)
6. Touch or lighting tool (Patrol Warden)
7. First Aid Box inside vehicle (Patrol Warden)
8. Mobile Phone and charger (Patrol Warden)
9. Vehicle checks, e.g. tyres, oil, warning lights, etc... (Patrol Warden)

The most important rules are that:-

The lone worker has full knowledge of the hazards and risks relating to his or her work activity.

The lone worker is fully aware of the emergency procedures, including how to summon help.

Someone else knows of the whereabouts of the lone worker and the activities being undertaken.

UK Car Park Management Limited